

Deliverable for:  
NWD/SEP  
3.2 Identify the NWD/SEPs

New Hampshire  
Balancing Incentive Program

Workplan Submission  
June 29, 2012

## **New Hampshire Balancing Incentive Program**

### **Deliverable for:**

#### **NWD/SEP**

### **3.2 Identify the NWD/SEPs**

#### **List of NWD/SEP entities and locations**

Expanding on a No Wrong Door point of entry. NH intends to utilize its existing network of award winning Aging and Disability Resource Centers (known as ServiceLink) as a working model and expanding the concepts that contributed to that system's statewide success by including Area Agencies serving the Developmental Disabilities population, the statewide network of Community Mental Health Centers, the Community Health Centers and DHHS District Offices.

Draft directories have been developed (included at the end of this document), based on the organizations identified in NH's BIP application. These organizations make up our current "access doors." The final list of NWD/SEP partners may be modified, based on system design feedback and stakeholder input.

#### **NWD/SEP Agency Partners and Roles:**

- The State of New Hampshire will implement a NWD/SEP system through the collaboration of many partners. The Division of Community Based Care provides short and long term planning capacity for programs for elders, adults and children with disabilities. DCBCS develops and implements programs and policies to support the entire range of LTC services, from community-based programs to nursing facility level of care. DCBCS continues to build upon earlier initiatives to develop a coordinated, person-centered system of care that promotes independence and dignity and enables individuals receiving services to have choice and control over their services.

DHHS has expanded our vision of the Level 1 screening process to include, but not be limited to, key partners within Community Mental Health, Area Agencies, and the DHHS Division of Family Assistance (DFA), in addition to the SLRCs. Following Level 1 screening, individuals will be linked directly to the appropriate serving agency where they will be connected to the eligibility coordinator, who will facilitate the Level 2 eligibility assessment and monitor ongoing eligibility for all community-based long-term services and supports. The eligibility coordinator will also monitor the financial eligibility determination being conducted by DFA.

Currently, the programs administrated by DCBCS are funded under Medicaid, the Older Americans Act, the Social Services Block Grant, the Mental Health and Substance Abuse Block Grant, other federal grant awards, and State general and county funds. Supported programs include but are not limited to the Adult Protective Services Program, Senior Medicare Patrol Program and State Health Insurance Counseling program (Medicare), the Family Caregiver Support Program, the statewide ServiceLink Resource Center network,

LTC assessment and counseling, LTC clinical eligibility determinations (for both nursing homes and Medicaid Waivers), and residential care. In addition, BEAS is responsible for the administration of a number of safety net services, including but not limited to: home-delivered and congregate meals programs, transportation services, homemaker and home health aide services, and personal care services. These services are provided by community partner agencies statewide.

DCBCS works closely with its community partners to address service needs and service planning with the goal of developing a comprehensive and person-centered system of community and LTSS that meets the needs of NH's citizens. In addition, DCBCS partners with a number of other agencies that play a role in the NWD/SEP system as described below:

- 1) **ServiceLink Resource Center Network:** SLRCs are contracted to provide a NWD/SEP statewide system that enables consumers to access these LTSS through a single network. The SLRC network serves as NH's NWD/SEP network as described in Section B above. The SLRC network has offices in centrally located sites within each county and there are satellite sites throughout the state. The SLRCs continue to develop and increase capacity to serve an increasing number of individuals, families and caregivers. Collaboration and partnership with other community providers is well established. Throughout the state, the SLRC network is the known and trusted source for individuals and families seeking information and assistance with all matters relating to aging. BEAS has utilized the SLRC network as a platform for its long-term care systems transformation efforts. The SLRC will function as a Stage 1 Level 1 initial screening for all LTSS.
- 2) **Division of Family Assistance:** DFA works in partnership with the SLRC network and BEAS in the eligibility determination process for nursing facility and CFI services. For these services the SLRC network serves as the NWD/SEP, DFA provides the financial determination, and BEAS provides the medical eligibility determination using a single application. DCBCS will expand this partnership for all individuals eligible for LTC services, including community mental health and developmental services by coordinating the Level II eligibility determination processes conducted by those agencies with the financial determination.
- 3) **DFA also partners with BEAS** to implement RSA 151-E: 18, Presumptive Eligibility (PE) for the CFI Medicaid Waiver Program for certain individuals. Through this initiative, DFA waives the usual face-to-face financial interview with an applicant and the clinical assessment and evaluation is done within a limited number of days to expedite the eligibility process. DFA is also working with BEAS to further streamline eligibility for LTSS. DFA also partners with BBH to facilitate Medicaid eligibility for persons being discharged from New Hampshire Hospital, the state-run psychiatric institution.
- 4) **Case Management Agencies:** As part of NH's NWD/SEP approach, as part of case management services, the case managers are responsible for developing care plans, arranging for services and supports, supporting individuals (and, if appropriate, the beneficiary's caregivers) in directing the provision of services and supports, and

conducting ongoing monitoring to assure that services and supports are delivered to meet the beneficiary's needs and achieve intended outcomes.

**5) NH Family Caregiver Support Program (NHFCSP):** The NHFCSP is a fully functioning consumer-directed model that has been implemented in each of the SLRC sites. New Hampshire has made significant investments to develop and expand a coordinated infrastructure to support family caregivers, by providing the ongoing support and tools needed by caregivers to continue their important role. The NHFCSP has demonstrated (with minimal funding) that this program is instrumental in sustaining family caregivers who might otherwise “burn out” and place their relatives in a nursing facility, often supported by publicly funded programs. While respite care and supplemental services are valuable components of caregiver support, the ability of caregivers to connect with a caregiver support specialist for assistance and 1:1 support is also critical in sustaining the ability for family caregivers to continue caring for the individual in the community. The NHFCSP has just successfully completed its third Community Living Program grant. These three successive grants from the Administration on Aging (AoA) and a private grant from the Weinberg Foundation to four of the SLRC sites have enabled DHHS to transition and establish caregiver supports in the communities throughout the state via the SLRC network. The model provides family caregivers the flexibility to select, train, and supervise their respite care providers. Findings from the preliminary evaluation of these grants have demonstrated that modest amounts of financial assistance, as well as counseling, training, and support of caregivers can prevent or delay spending down to Medicaid nursing home eligibility.

**6) New Hampshire Community Passport Program (NHCP):** The NHCP Program, funded through the Money Follows the Person Program (MFP), partners with the SLRC network, nursing facilities, and other community partners to offer care in community settings to individuals who reside in nursing or rehabilitation facilities and assists those who wish to move out of institutions in making the transition to home and community based services. The work done to date on rebalancing the LTC system has enabled NH to improve and augment the community based infrastructure, which has made it possible for these individuals to establish and maintain their tenure in the community.

The expansion of the NWD/SEP to all individuals receiving LTCSS within DCBCS, including BBH and BDS, will leverage the existing BEAS partners to create a single statewide network for all LTSS.

#### **Location of NWD/SEP Agencies:**

- New Hampshire proposes to utilize the existing array of community agencies and DHHS offices to make up its NWD/SEP network. These physical locations are geographically distributed across the state, with 44 primary locations (13 SLRCs, 10 Area Agencies, 10 Community Mental Health Centers, and 11 District Offices).

Currently, the SLRC network serves as the Bureau of Elderly and Adult Services NWD/SEP network and addresses elderly and some disability issues. The Area Agencies are the access point for the Bureau of Developmental Services and the Community Mental Health Centers are the access point for the Bureau of Behavioral Health. The DHHS District Offices serve all populations, but focus on eligibility and services that are not the primary responsibility of the AAs, CMHCs, or SLRCs. DHHS also has centralized client services units, one for eligibility and another for Medicaid services. Both are accessible via toll-free numbers and email. All the proposed network partners are accessible at physical locations, and through website, phone and email.

As one example of how these agencies function, ServiceLink provides free information, referral and assistance, and long-term care options counseling to seniors, adults with disabilities and their families in several offices throughout the state. There is an accessible, centrally located SLRC office within each county and satellite sites are located throughout the state. For individuals unable to physically access a SLRC office, the network includes an informative community LTSS website. In addition, a single 1-800 number routes individuals to central SLRC staff where consumers can find out about community LTSS options. Depending upon the resources of a given ServiceLink office, staff members have made home visits to elderly and adults with disabilities who have severe mobility needs and who lack access to transportation.

Note: The draft directories on the following pages are based on the organizations identified in NH's BIP application. As explained above, these organizations make up our current "access doors." The final list of NWD/SEP partners may be modified, based on system design feedback and stakeholder input.

**NWD Sites Under Consideration:  
ServiceLink Aging and Disability Resource Centers  
Toll Free 1-866-634-9412 [www.servicelink.org](http://www.servicelink.org)**



The ServiceLink Aging and Disability Resource Centers consists of local and accessible community based offices that can help you:

- Access resources to make informed choices and live independently in your community
- Make connections to those resources
- Explore your future care and evaluate your long-term care options, including the pros and cons of specific choices
- Become involved through various volunteer opportunities
- Develop a healthier lifestyle
- Understand Medicare and Medicaid

***Belknap County***

67 Water St. Suite 105  
Laconia, NH, 03246  
Local Line: 528-6945  
Fax: 527-3790

**Grafton County**

**Lebanon**

10 Campbell St.,  
P.O. Box 433  
Lebanon, NH 03766  
Local Line: 448-1558  
Fax: 448-6920

**Littleton**

Mt. Eustis Commons,  
262 Cottage St. Suite G-25  
Littleton, NH 03561  
Local Line: 444-4498  
Fax: 444-0379

**Plymouth Satellite: 536-3056**

**Rockingham County**

**Seacoast**

270 West Rd., Unit 1A  
Portsmouth, NH 03801  
Local Line: 334-6594  
Fax: 334-6596

**Salem**

287 Lawrence Rd.  
Salem, NH 03079  
Local Line: 893-9769  
Fax: 893-1339

**Carroll County**

448 White Mountain Hwy,  
P.O. Box 420,  
Chocorua, NH 03817  
Local Line: 323-2043  
Fax: 323-7508

**Hillsborough County**

**Manchester**

555 Auburn St.  
Manchester, NH 03103  
Local Line: 644-2240  
Fax: 644-2361

**Nashua**

70 Temple St.  
Nashua, NH 03060  
Local Line: 598-4709  
Fax: 598-8491

**Strafford County**

1 Old Dover Road. Suite 6,  
Rochester, NH 03867  
Local Line: 332-7398  
Fax: 335-8010

**Coos County**

610 Sullivan St., Suite 6  
Berlin, NH 03570  
Local Line: 752-6407  
Fax: 752-1824

**Merrimack County**

2 Industrial Park Drive PO Box  
1016 Concord, NH 03302-1016  
Local Line: 228-6625  
Fax: 228-6623

**Monadnock Region**

105 Castle St. Keene NH  
03431  
Local Line: 357-1922  
**Fax: 352-8822**

**Sullivan County**

1 Pleasant St. Ste 105  
(Corner of pleasant and  
Sullivan)  
Claremont, NH 03743  
Local Line: 542-5177  
Fax: 542 -2640

## **DRAFT 6.25.12 NWD Under Consideration: Developmental Disability Area Agencies**

The NH Developmental Services system offers its consumers with developmental disabilities and acquired brain disorders a wide range of supports and services within their own communities. The Bureau of Developmental Services (BDS) is a NH state agency headquartered in Concord.

Ten designated non-profit and specialized service agencies represent specific geographic regions of NH; these community agencies are commonly referred to as Area Agencies. All direct services and supports to individuals and families are provided in accordance with contractual agreements between BDS and the Area Agencies.

### **REGION I**

Northern Human Services  
87 Washington Street  
Conway, New Hampshire 03818  
Phone: 447-3347  
Fax: 447-8893  
Website: [www.northernhs.org](http://www.northernhs.org)

### **REGION II**

PathWays of the River Valley  
654 Main Street  
Claremont, New Hampshire 03743  
Phone: 542-8706  
Fax: 542-0421  
Website: [www.pathwaysnh.org](http://www.pathwaysnh.org)

### **REGION III**

Lakes Region Community Services  
67 Communications Drive  
Laconia, New Hampshire 03247  
Phone: 524-8811 or 1-800-649-8817  
Fax: 524-0702  
Website: [www.lrcsc.org](http://www.lrcsc.org)

### **REGION IV**

Community Bridges  
2 Whitney Road  
Concord, New Hampshire 03301  
Phone: 225-4153 or  
800-499-4153  
Fax: 225-0376  
Website:  
[www.communitybridgesnh.org](http://www.communitybridgesnh.org)

### **REGION V**

Monadnock Developmental  
Services, Inc.  
121 Railroad Street  
Keene, New Hampshire 03431  
Phone: 352-1304 or 1-800-469-6082  
Fax: 352-1637  
Website: [www.mds-nh.org](http://www.mds-nh.org)

### **REGION VI**

Gateways Community Services  
144 Canal Street  
Nashua, New Hampshire 03064  
Phone: 882-6333  
Fax: 889-5460  
Website: [www.gatewayscs.org](http://www.gatewayscs.org)  
Email: [info@gatewayscs.org](mailto:info@gatewayscs.org)

### **REGION VII**

Moore Center Services, Inc.  
195 McGregor Street, Unit  
400  
Manchester, NH 03102  
Phone: 668-5423  
Fax: 206-2706  
Website: [www.moorecenter.org](http://www.moorecenter.org)

### **REGION VIII**

One Sky Community Services  
755 Banfield Rd  
Portsmouth, NH 03801  
Phone: 436-6111  
Fax: 436-4622  
Website: [www.oneskyservices.org](http://www.oneskyservices.org)

### **REGION IX**

Community Partners - (Behavioral  
Health & Developmental Services of  
Strafford County, Inc.)  
Forum Court  
113 Crosby Road, Suite #1  
Dover, NH 03820-4375  
Phone: 516-9300  
Fax: 743-3244  
Website:  
[www.communitypartnersnh.org](http://www.communitypartnersnh.org)

### **REGION X**

Region 10 Community Support  
Services, Inc.  
8 Commerce Drive  
Atkinson, New Hampshire 03811  
Phone: 893-1299  
Fax: 893-5401  
Website:  
[www.region10nh.com](http://www.region10nh.com)

## **DRAFT 6.25.12 NWD Under Consideration: Community Mental Health Centers**

The Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire. They are private not-for-profit agencies that have contracted with the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH), to provide publicly funded mental health services to individuals and families who meet certain criteria for services.

Services provided by CMHCs include: 24-hour Emergency Services, Assessment and Evaluation, Individual and Group Therapy, Case Management, Community Based Rehabilitation Services, Psychiatric Services, and Community Disaster Mental Health Support. All CMHCs have specialized programs for older adults, children, and families. The Community Mental Health Centers also provide services and referrals for short-term counseling and support.

### **REGION I**

Northern Human Services  
87 Washington Street  
Conway, NH 03818  
Telephone: (603) 447-3347  
Website: [www.northernhs.org](http://www.northernhs.org)

### **REGION II**

West Central Behavioral Health  
9 Hanover Street, Suite 2  
Lebanon, NH 03766  
Telephone: (603) 448-0126  
Website: [www.wcbh.org](http://www.wcbh.org)

### **REGION III**

Genesis Behavioral Health  
111 Church Street  
Laconia, NH 03246  
Telephone: (603) 524-1100  
Website: [www.genesisbh.org](http://www.genesisbh.org)

### **REGION IV**

Riverbend Community Mental  
Health Center  
70 Pembroke Street  
PO Box 2032  
Concord, NH 03302-2032  
Telephone: (603) 228-1551  
Website:  
[www.riverbendcmhc.org](http://www.riverbendcmhc.org)

### **REGION V**

Monadnock Family Services  
64 Main Street, Suite 301  
Keene, NH 03431  
Telephone: (603) 357-4400  
Website: [www.mfs.org](http://www.mfs.org)

### **REGION VI**

Greater Nashua Mental Health  
Center at Community Council  
7 Prospect Street  
Nashua, NH 03060-3990  
Telephone: (603) 889-6147  
Website: [www.ccofnashua.org](http://www.ccofnashua.org)

### **REGION VII**

Mental Health Center of Greater  
Manchester  
401 Cypress Street  
Manchester, NH 03103  
Telephone: (603) 668-4111  
Website: [www.mhcgcm.org](http://www.mhcgcm.org)

### **REGION VIII**

Seacoast Mental Health Center,  
Inc.  
1145 Sagamore Avenue  
Portsmouth, NH 03801  
Telephone: (603) 431-6703  
Website: [www.smhc-nh.org](http://www.smhc-nh.org)

### **REGION IX**

Community Partners  
113 Crosby Road, Suite 1  
Dover, NH 03820  
Telephone: (603) 749-4015  
Website:  
[www.communitypartners.org](http://www.communitypartners.org)

### **REGION X**

Center for Life Management  
10 Tsienneto Road  
Derry, NH 03038  
Telephone: (603) 434-1577  
Website: [www.clmnh.org](http://www.clmnh.org)